

**Centers for Medicare & Medicaid Services**  
**Medicare Contractor Provider Satisfaction Survey (MCPSS)**  
*Fact Sheet*  
**September 2009**

**Survey Overview**

The Medicare Contractor Provider Satisfaction Survey (MCPSS), conducted by CMS for the fourth year, is designed to gather and report quantifiable data on provider satisfaction with the Fee-for-Service (FFS) contractors who process and pay Medicare claims and provide associated services. The results from previous surveys have enabled CMS to establish performance standards for Medicare contractors and incorporate results into contractor incentive plans.

The 2009 MCPSS queried more than **32,000 randomly selected providers** and targeted **Medicare FFS contractors** including 13 Fiscal Intermediaries (FIs); 14 Carriers; 3 Part A/Part B Medicare Administrative Contractors (MACs); 4 Regional Home Health Intermediaries (RHHIs); 4 Durable Medical Equipment (DME) MACs; and the contractor handling the Railroad Retirement Board (RRB) retirees. Questions focused on **seven contractor business functions that underlie the provider-contractor relationship**: Provider Outreach & Education, Provider Inquiries, Claims Processing, Appeals, Provider Enrollment, Medical Review, and Provider Audit & Reimbursement.

The 2009 MCPSS survey questions use a rating scale of 1 to 6, with 1 representing “not at all satisfied” and 6 representing “completely satisfied.”

**2009 Results**

- The MCPSS average survey score combines all of the satisfaction items in the survey that focus on the contractor. The 2009 national average of the contractor-type scores is 4.54, compared to last year’s average score of 4.51
- Across all responding providers, 81 percent scored their contractors between 4.0 and 6.0 on the overall satisfaction question
- For the third consecutive year, contractors’ handling of provider inquiries was cited as the top indicator of satisfaction – with the linkage even stronger compared to last year
- Individual results were provided to contractors for their use in process improvement activities
- The public report may be found at <http://www.cms.hhs.gov/MCPSS/>

**For more information and survey results, please visit:**

<http://www.cms.hhs.gov/MCPSS/> and <https://www.mcpsstudy.org/>

**Or contact: CMS:**

- Tressa Mundell, 410-786-9176, [Teresa.Mundell@cms.hhs.gov](mailto:Teresa.Mundell@cms.hhs.gov)
- Colette Shatto, 410-786-6932, [Colette.Shatto@cms.hhs.gov](mailto:Colette.Shatto@cms.hhs.gov)

*Westat (the survey research firm under contract to CMS to administer MCPSS):*

- Provider helpline: Joshua Rubin, 1-888-863-3561, [mcps@westat.com](mailto:mcps@westat.com)